



## How's Your Internet?

### The County needs your feedback!

Erie County is currently producing the Broadband Internet Feasibility Study to assess the current status of County internet service and identify strategies to improve service.

Visit <https://eriecounty.crowdfiber.com/> to complete the survey with an internet speed test

OR

Complete the survey below.

Return the survey by email to: [mariely.ortiz@erie.gov](mailto:mariely.ortiz@erie.gov) or by mail to:

Erie County Department of Environment & Planning

ATTN: Mariely Ortiz

95 Franklin Street

Rm 1007

Buffalo, NY 14202

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Address: \_\_\_\_\_

City: \_\_\_\_\_

Zipcode: \_\_\_\_\_

1. Do you currently have Internet service at your home? (If YES, please skip to Question 3.)

- ☐ Yes
- ☐ No

2. If "No", why do you not have Internet service?

- ☐ None available
- ☐ Too expensive
- ☐ Don't use the Internet
- ☐ No home computer devices
- ☐ Other

3. Who is your Internet provider?

- ☐ Time Warner Cable (Spectrum)
- ☐ Verizon

- ☐ AT&T
  - ☐ Satellite provider (DIRECTV, etc.)
  - ☐ Wireless provider
  - ☐ Other
  - ☐ We do not have Internet service
4. Is your Internet service bundled with your TV and/or Voice services?
- ☐ Yes
  - ☐ No
  - ☐ I don't know
  - ☐ We do not have Internet service
5. What Internet connection speed are you paying for (download speed)?
- ☐ Less than 25Mbps
  - ☐ 25 to 50Mbps
  - ☐ More than 50Mbps
  - ☐ I don't know
  - ☐ We do not have Internet service
6. How many devices (computers, tablets, smart phones, smart TVs, gaming systems, etc.) use your Internet service?
- ☐ 1-2
  - ☐ 3-4
  - ☐ 5 or more
  - ☐ We do not have Internet service
7. Are you satisfied with your Internet service?
- ☐ Yes
  - ☐ No
  - ☐ We do not have Internet service
8. If you are satisfied with your Internet service, why? (Check all that apply.)
- ☐ Price
  - ☐ Other
  - ☐ Reliability
  - ☐ Performance
  - ☐ Customer service
9. If you are dissatisfied with your Internet service, why? (Check all that apply.)
- ☐ Price
  - ☐ Other
  - ☐ Reliability
  - ☐ Performance
  - ☐ Customer service
10. Do you have more than one provider who can quote you Internet service?
- ☐ Yes
  - ☐ No
  - ☐ I don't know

11. Does anyone in your household have difficulty doing schoolwork due to not having Internet service or slow service in your area?
- ☐ Yes
  - ☐ No
  - ☐ No one in my household is currently in school
12. What is the most you would be willing to pay for a premium or turbo service providing speeds between 50-100Mbps? (Please answer in dollars per month.)

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13. Are there any other comments regarding broadband service you wish to express?

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Thank you!